

Lean Six Sigma Project Charter

Project Information

Project Name	Penalty Assessment Project
Department/Agency	Department of Toxic Substances Control
GB/BB Candidate	Swai (Bruce) Ratsamythong
Champion	Maria Salomon
Process Owner	Maria Salomon
MBB Coach	Rob Brogle
Executive Sponsor	Keith Kihara

Project Overview

Problem Statement	In 2016, DTSC conducted an Enforcement Response Time Lean-6-Sigma Project and identified the penalty assessment phase as a factor contributing to delays in timely completion of enforcement actions. The Lean-6-Sigma Project recommended a 40 day period for the penalty assessment and approval phase.	
Objective	Assess and approve 95% of penalties within 14 days of sending the inspection report to the facility for administrative penalty cases totaling \$75,000 or less.	
Scope	1. Project Scope (IS):	The penalty assessment and approval phase
	2. Out of project scope (IS NOT):	Cases with penalties over \$75,000 (typically involve the Attorney General's Office)
Process Stakeholders	The public, regulated entities, environment, and US Environmental Protection Agency.	

Metrics

	description	estimated baseline	goal
Primary Metric	Time to assess and approve penalty cases totalling 75K or less	7% within 90 days	95% within 14 days
Secondary Metrics	Streamlining cases referred to AG Office, consistent penalties		
Project Benefits	The penalty assessment and approval phase contributes to delays in enforcement response time. The objective of this project is to identify opportunities for streamlining the penalty assessment process to reduce the time required to complete assessment and approval of penalty cases to further enhance EERD's ability to meet its objectives.		

Project Team

<u>Team Member</u>	<u>Role Within the Organization</u>
Carlo Rodriguez	Senior Environmental Scientist Specialist
Tolu Awosika	Senior Environmental Scientist Specialist
Hee Kyung Lim	Environmental Scientist
Rita Hypnarowski	Senior Environmental Scientist Specialist
April Ranney	Senior Environmental Scientist Specialist
Alex Baillie	Senior Environmental Scientist Supervisor
Julianne Kay	Attorney III

Project Schedule

Project Charter Tollgate	2/3/2017
Measure Phase Tollgate	3/21/2017
Analyze Phase Tollgate	4/21/2017
Improve Phase Tollgate	5/21/2017
Final Report-Out and Certification	6/21/2017

Signoffs

role	name	date	signoff
GB/BB Candidate	Swai Bruce Ratsamythong		<input type="checkbox"/>
Champion	Maria Salomon		<input type="checkbox"/>
Process Owner	Maria Salomon		<input type="checkbox"/>
MBB Coach	Rob Brogle		<input type="checkbox"/>
Executive Sponsor	Keith Kihara		<input type="checkbox"/>